

**Customer Service**

Adelaide-based Customer Care Centre



**1300 SA WATER**  
**(1300 729 283)**



customercare@sawater.com.au



Live chat  
www.sawater.com.au

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AGENCY 1865618



SA Water, the leading provider of water services for around 1.7 million South Australians, has been working together with the community to supply safe, clean drinking water and a dependable sewerage service for more than 160 years.

**Total amount due:**

**\$160.26**

**Pay by:**

**25 Mar 22**

**Your water use snapshot**

Your average daily water use compared with the same quarter in previous years. To see how you compare to similar households visit [www.sawater.com.au/mybill](http://www.sawater.com.au/mybill).



Your average daily cost for this quarter

**\$1.43**

**Your account**

Account no.	<b>44 16932 00 2</b>
Invoice date	02 Mar 22
Non-residential	U2 9 MCGOWAN ST POORAKA UNIT2 S5150

**Account summary**

Previous balance		\$157.45
Amount paid	⊖	\$157.45
New charges	⊕	\$160.26
<b>Current balance</b>	⊖	<b>\$160.26</b>

Fees may apply for late payment.

**Reporting a leak is easy**

because it should be

You can easily report and follow up on water main leaks and breaks using our interactive works and faults map.



Visit [sawater.com.au/works-and-faults](http://sawater.com.au/works-and-faults)

## Property value

You may object to the valuation referred to in this notice by writing served personally or by post to the Valuer-General within 60 days after the date of service of this notice.

### But note:

- a) If you have previously received a notice or notices under the Water Industry Act 2012 referring to the valuation and informing you of a 60 day objection period, the objection period is 60 days after service of the first such notice;
- b) You may not object to the valuation if the Valuer-General has already considered an objection by you to that valuation.

The Valuer-General may extend the 60 day objection period where it can be shown there is reasonable cause by a person entitled to make an objection to a valuation.

A written objection to valuation must set out the full and detailed grounds for objection. Objections can be submitted via an online form at [sa.gov.au/objections](http://sa.gov.au/objections), or email objection to [objections@sa.gov.au](mailto:objections@sa.gov.au) with all valuation inquiries to 1300 653 346.

## Customer charter

Read our Standard Customer Contract and Customer Charter at [www.sawater.com.au](http://www.sawater.com.au)

## Change of your address

Change your postal address online via mySAWater or at [www.sawater.com.au](http://www.sawater.com.au). If ownership of your property changes, please refer all settlement queries to your conveyancer.

## Concessions

Eligible concession card holders or people assessed as being on a low income may be able to claim a concession on water and sewerage rates. Visit [sa.gov.au/concessions](http://sa.gov.au/concessions) or call 1800 307 758 to find out more.

## Payment assistance

If you are unable to pay your bill by the 'pay by' date, you can request an extension or setup a payment arrangement by calling 1300 SA WATER (1300 729 283) or with mySAWater.

## Interpreter service

If you require an interpreter, please call 131 450 and request the language you need.

Υπηρεσία Διαμενηγείας τηλεφωνήστε στο 131 450

servizio interpreti: per favore chiama 131 450

भाषिया सेवा: कृपया 131 450 पर फ़ोन करें

Địch Dịch Vụ Thông Ngôn, xin gọi cho số 131 450

译服务: 请拨打电话 131 450

خدمة الترجمة الشفهية: يرجى الإتصال على الرقم 131 450  
خدمات ترجمه: خواهشمند است تا با شماره تلفن 131 450 تماس حاصل کنید

## Paying your bill

**Bill code: 8888**  
**Ref: 4465185023**

### Telephone and Internet Banking — BPAY®

Contact your bank or financial institution to make this payment from your cheque, savings, debit, credit card or transaction account. More information at [bpay.com.au](http://bpay.com.au)

### Paying online

Pay online at [www.sawater.com.au/paynow](http://www.sawater.com.au/paynow) for a range of options. Have your account number and credit card details to hand.

### Paying by phone

Call 1300 650 870 and pay by phone using your Visa/Mastercard 24/7.



### Direct debit

Call us on 1300 SA WATER (1300 729 283) or sign up to mySAWater and switch to eBills and view, pay and manage your account online. Visit [www.sawater.com.au/directdebit](http://www.sawater.com.au/directdebit) to learn more.



### Paying by mail

Post your payment slip and cheque/money order to SA Water GPO Box 4682 Melbourne Victoria 3001.



### Paying in person

Pay at a Commonwealth Bank branch (excluding Express Branches) or Australia Post - no credit cards accepted.

## Payment slip

**Total amount due** \$237.76

**Pay by date** 25 Mar 22

Account no. 44 65185 02 3

Invoice date 02 Mar 22



\*591 4465185023

For credit: SA Water

Trancode User code Customer ref no.

831

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## Water

Quarterly meter reading of water use in kilolitres (1kL = 1,000 litres) and the supply charge.

Meter(s)	Previous reading	Current reading	Use
W40150025	03 Nov 21	21693 28 Feb 22	22543 850kL <i>estimated</i>
<b>Total reading(s)</b>			<b>850kL</b>

Proposed next read between 20 Apr 22 and 04 May 22

The water use charge has been applied to the group account.

Charge Type	Period	Water Use	Price	Charge
Supply charge	01 Jan 22 to 31 Mar 22	Fixed fee		\$68.60

## Total Water



\$68.60

## Sewerage

Access charge 01 Jan 22 to 31 Mar 22 Property value: \$630,000 at 26.85 cents per \$1000 \$169.16

The quarterly charge for sewerage services (access to mains network, removal and treatment) is based on the property value as determined by the Valuer-General.

## Total Sewerage



\$169.16

## Total



\$237.76

Total GST of this invoice

\$0.00